

State of Indiana Policy and Standards

Email Retention and Recovery Responsibilities

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Policy

23.0 Operational Policies

23.3 Delivery Services

23.3.1 Delivery Services

Purpose

The Indiana Office of Technology (IOT) will host all email with Microsoft using their Exchange Online Plan 1 with Archive subscription service. Backup and retention with email stored on Exchange Online will be outlined in this policy.

Scope

IOT Supported Entities

Statement

Below are the email retention operational specifications:

- There are no backups with Exchange Online.
- IOT does not delete email from the mailbox or archive mailbox.
- All agencies must adhere to retentions schedules as defined by Indiana Archives and Records Administration (IARA).
- Email older than 2 years will be moved automatically from the user's mailbox and into the user's online archive mailbox.
- Exports of mailbox and archive mailbox content will be provided to agency per agency's request.
- Mailbox and archive mailbox content of former employees or agency transfers will be placed on a read only file share and made available to the user's manager.
- Former employee mailbox and archive mailbox content will be hosted on IOT servers, backed up regularly and 3 end of year backups will be kept.
- For governmental entities utilizing the Exchange Online services of IOT, it remains the responsibility of the governmental entity to manage their records and comply with applicable laws, policies, and retention schedules.

Roles

All Personnel

Responsibilities

Agencies shall submit requests for emails with the appropriate approvals and understand the specifications related to email retention and recovery.

Management Commitment

Manage shall ensure all email is retained in accordance to IARA retention schedules.

Coordination Among Organizational Entities

Agencies should coordinate with IOT for configuring specific retention requirements

Compliance

All agencies must follow the electronic record policy set by IARA.

Exceptions

No exceptions.

Associated Links

[IARA Agency Retention Schedules](#)